

NCDOT Logo Program Refunds

General

North Carolina's Logo Sign Program is administered by the Department of Transportation and is self-sustaining. The fees collected are used for Logo Program costs only. In 2003 our Logo Program rules (administrative code) were revised by the Board of Transportation to include only an all-inclusive annual fee of \$300 for each panel as part of their effort to simplify the program. The program rules no longer have separate fees for business panel removals or trade-outs, other service or maintenance, and we no longer charge businesses individually for the large background (blue) Logo signs or their installation at new locations. The all-inclusive fee covers these program costs, as well as new or upgraded Logo projects and the administration of the program. Therefore, a business that no longer wishes to participate would not be charged separately for the removals of their business panels and trailblazer signs. Since the annual fee is all-inclusive and covers these costs, we do not offer reimbursements when a business decides to come off the program, goes out of business, or no longer meets program requirements. Additionally, the Department does not provide reimbursements for signs removed/down due to incidents, collisions, or other circumstances out of the Department's control. If a sign can not be re-installed after such circumstance, then the business will not be charged future fees for that specific sign location.

If a customer notifies the Department that an overpayment has been made due to duplicate billing or other Department error, the Department will review records and make a determination regarding refund on a case by case basis.

Construction Zone

The Department does not issue refunds due to signs being down in construction zones for periods of down time less than six months of a one year billing cycle. Logo Signs will be maintained in construction zones if at all possible. The following applies to cases where maintaining signs is not possible:

If the customer notifies the Department that one or more Logo signs displaying the customer's business panel(s) were removed in a construction zone and remained down for a minimum of six months of the billing cycle, the Department may provide a reimbursement to the customer for the months (rounded to the nearest month) that the sign(s) were down. The determination of a refund is only made at the end of a billing cycle. The Division Logo Coordinator must confirm the time period that the signs were down during the billing cycle. If signs remain down at the beginning of a new billing cycle, the customer will be invoiced for all signs including the signs that are down, and a refund will be handled the same way at the end of the billing cycle for a down time of at least six months of the cycle. Each location must be reviewed on a case by case basis by the Division Logo Coordinator prior to the Fiscal Section refunding the business. The notification to the Fiscal Section from the Division Logo Coordinator must be in writing, such as via email, and must include the number of months the sign was down during the cycle.